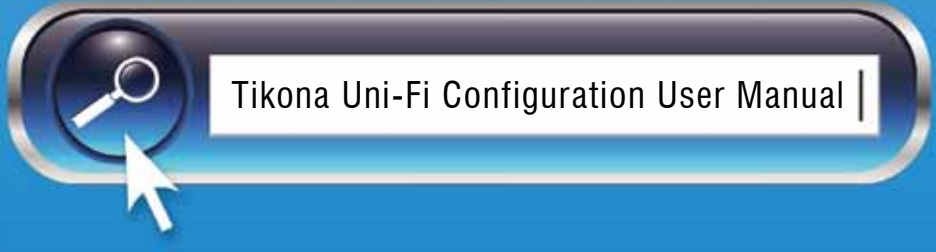
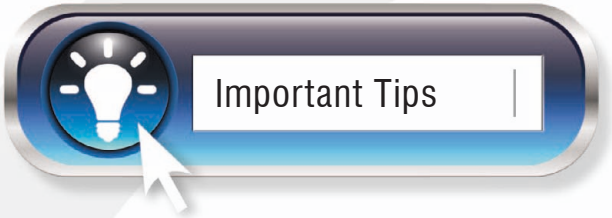


Tikona Uni-Fi Configuration User Manual

tikona™
uni-fi
WI-FI FOR TABLETS & MOBILES

1. Important Tips 01
2. Online Self Care Portal 04
3. Configuration on Smart Devices 06
a) Android OS-based Phones/Tablets 07
b) Apple I-OS-based Phones/Tablets 15
c) Symbian OS-based Nokia Phones 21
d) BlackBerry OS-based Phones/Tablets 29
Old version of BlackBerry 31
New version of BlackBerry 37
e) BADA OS-based Phones/Tablets 45
4. Troubleshooting Tips
a) Common troubleshooting tips for all devices 52
b) Troubleshooting tips for specific devices 54
i) BlackBerry 54
ii) Android 57
iii) Symbian 59
iv) Apple I-OS 60
v) BADA OS 61
5. Contact Us 62

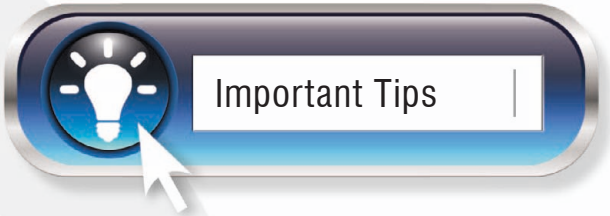


USAGE

- The bundled usage available with Tikona Uni-Fi plan has lifetime validity, i.e., it can be consumed any time across any configured Wi-Fi device.
- After the consumption of bundled usage, you will received a message indicating that you need to recharge your account.

RECHARGE

- Recharge can be done in various simple ways: 1) Netbanking, 2) Credit/Debit Card, 3) Cash Vouchers, 4) Cheque/DD. Prepaid usage vouchers cannot be used for recharge.
- On recharge, amount will be credited against your account which will be deducted on usage as per your tariff plan.
- For online recharge through:
  - Netbanking or Credit/Debit Card, visit:
    Self Care portal >> Billing & Payments >> Make Payment >> Payment >> Make Payment
  - Cash Vouchers, visit:
    Self Care portal >> Billing & Payments >> Make Payment >> Payment >> Voucher Top-up
- Payments through cheque/DD should be drawn in the name of 'Tikona Digital Networks Pvt. Ltd. xxx xxx xxx'. xxx denotes your 9-digit Billing Account Number (BAN) available on receipt e-mailed to you at the time of order confirmation.



- Cheques can be deposited at any of the ICICI and select Axis Bank (Ahmedabad, Bengaluru, New Delhi, Mumbai and Navi Mumbai, Pune and Surat) ATM cheque drop box. Cheque payments are subject to realization.
- If payment for recharge is done through cheque and the service does not resume after the stipulated period, please send an e-mail to billing@tikona.in mentioning your cheque details, BAN and service ID. Also attach a scanned copy of your bank statement in the e-mail.

Security

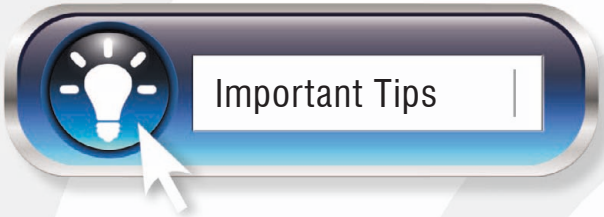
- Change password at regular intervals.
- Never share username and password with anyone, including any Tikona Digital Network (TDN) representative.

Signal Check

- Ensure that the modem is never displaced from the location where it was originally installed to receive the optimal signal strength. Check if the LED status is stable green (First LED from right).
- If you encounter slow speed or latency delay, network may be under upgradation or enhancement. Please try after some time.

Tariff and Relocation

You can use Tikona Uni-Fi service when you shift residence, provided the service is available at the new location. Shifting charges will apply as applicable.



Reset Password and Subscriber Information via SMS

- Tikona Uni-Fi offers short code SMS functionality for its subscribers. With this functionality, you can reset your account password and change your mobile number and e-mail ID registered with us.
- You need to send an SMS in the below-mentioned format from your mobile number registered with us.

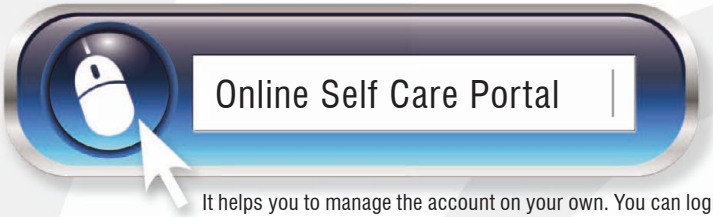
1) To reset account password,
RSTPWD<space><Username> to 5676708
(Example: RSTPWD 1100110011)
You will receive your new password on your registered mobile number and e-mail ID.

2) To change registered mobile number,
RSTMOBILE<space><Username><space><New Mobile Number> to 5676708
(Example: RSTMOBILE 1100110011 9988998899)

3) To change e-mail ID,
RSTEMAIL<space><Username><space><New Email ID> to 5676708
(Example: RSTEMAIL 1100110011 mehul.mehta@tkzmail.com)

To check changed mobile number or e-mail ID, visit Self Care portal
(https://selfcare.tikona.in >> Subscriber Profile >> Personal Information)

- This is a chargeable service.



It helps you to manage the account on your own. You can login to the Self Care portal directly at https://selfcare.tikona.in or by logging into 'My Account' from http://www.tikona.in

Online Recharge

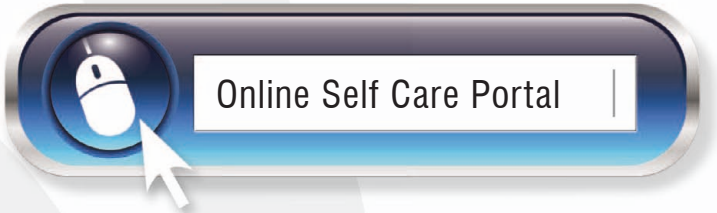
Recharge account through Credit/Debit Card or Netbanking. Recharge can be done with the help of cash vouchers. (To recharge online bill, visit **Self Care portal >> Billing & Payments >> Make Payment**)

Payment History

View the list of the last recharges done.
(To view payment history, visit **Self Care portal >> Billing & Payments >> Payment list**)

Adjustments

View the details relating to any adjustments posted in account.
(To view adjustment details, visit **Self Care portal >> Billing & Payments >> Adjustments**)



Password Management

Helps to change your password or to get a new password:

- **Forgot password:** Helps to reset a password. To access this functionality, set the security question preferably the first time you access the Self Care.
  (To set security question, visit **Self Care portal >> Subscriber Profile >> Security Question**)
- **Change password:** Change account password at any point of time.
  (To change password, visit **Self Care portal >> Subscriber Profile >> Change Password**)

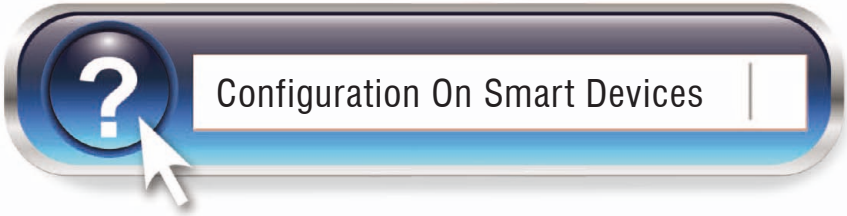
Usage Details

Check usage with session by session details such as start time, end time, duration, total MBs consumed, etc.
(To view usage details, visit **Self Care portal >> My Tools >> Session History**)

Service Request

Gives account of trouble tickets registered at Tikona Care and their current status.
(To view service request details, visit **Self Care portal >> Service Request >> View Requests**)

Self Care portal also provides Anti-Virus key licence, key details, list of MAC addresses (with the option to reset any or all of the MAC addresses), the latest product information, and subscription plan details.



The following do-it-yourself module will enable you to configure the following Smartphones/Tablets for Tikona Uni-Fi service:

1) Android OS-based Phones/Tablets
2) Apple I-OS-based Phones/Tablets
3) Symbian OS-based Nokia Phones
4) BlackBerry OS-based Phones/Tablets
5) BADA OS-based Phones/Tablets

Please ensure the following prerequisites before you start configuration:

1) The smart device should be Wi-Fi enabled.
2) It should support 802.1X, WPA2/Enterprise Security feature.
3) Tikona Uni-Fi Customer Premise Equipment is activated.

Configuration On Smart Devices

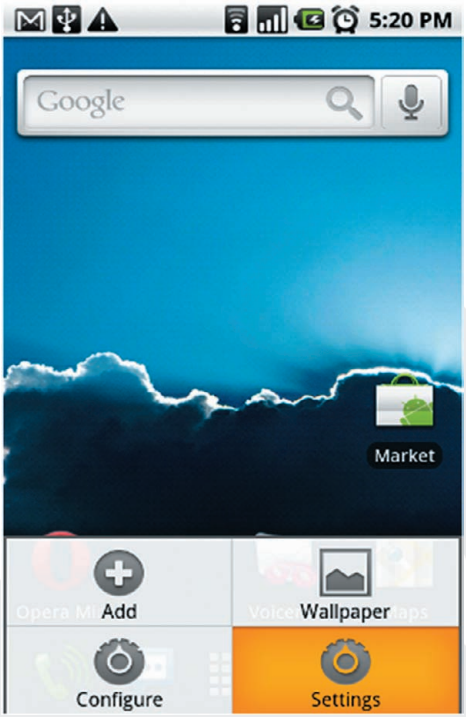
Quick resolution for frequently-encountered problems

Android OS-based Phones/Tablets

Configuration On Smart Devices

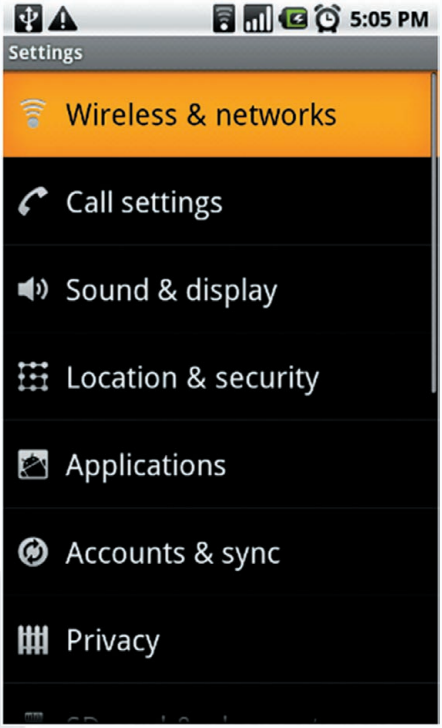
STEP 1: Press the **"Home"** key.

STEP 2: Press the **"Menu"** key.
Choose **"Settings".**



Configuration On Smart Devices

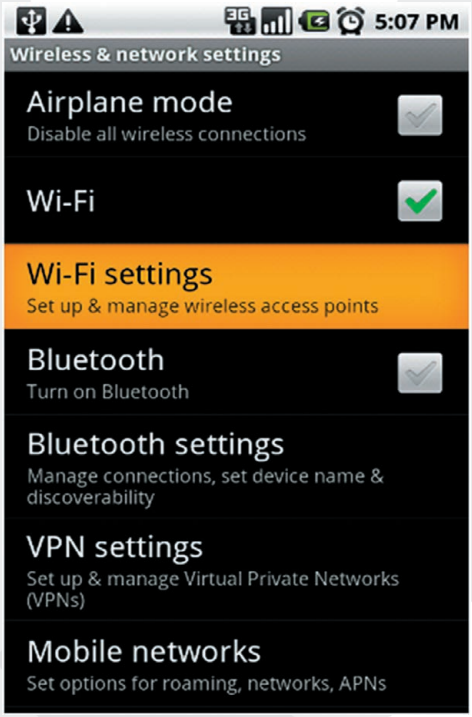
STEP 3: Tap **"Wireless & networks".**



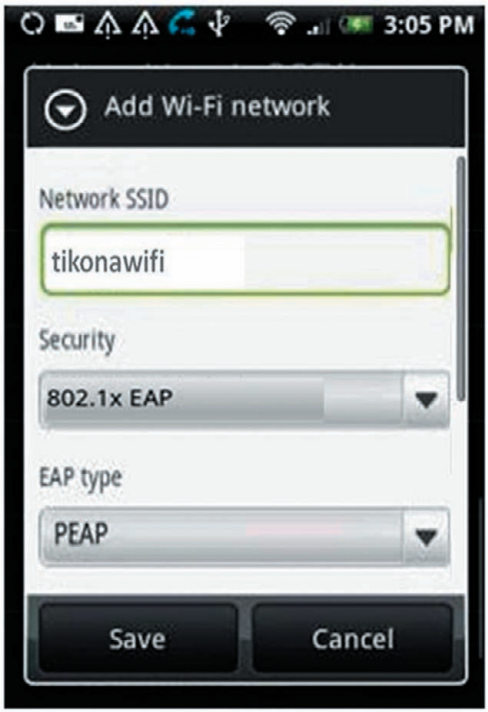
STEP 4: Ensure that the **"Wi-Fi"** checkbox is checked.

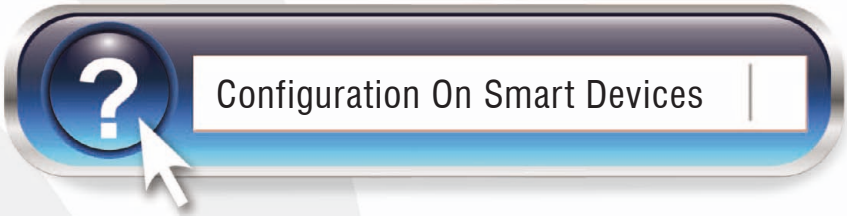
Configuration On Smart Devices

STEP 5: Tap **"Wi-Fi settings".**



STEP 6: Tap on **"Add Wi-Fi network"** under **"Wi-Fi networks".**





STEP 7: Configure the below steps in the Box **"Connect to tikonawifi".**

EAP Method: PEAP

Phase 2 authentication: NONE

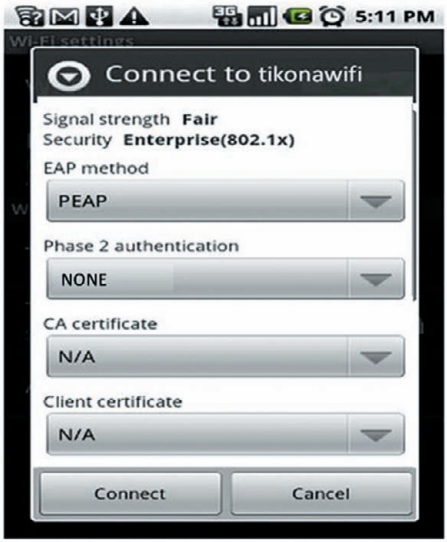
CA Certificate: N/A

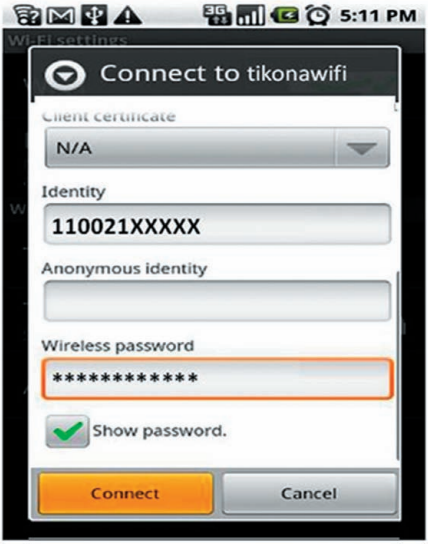
Client Certificate: N/A

Identity: Enter your Tikona Uni-Fi Username

Anonymous Identity: Leave blank

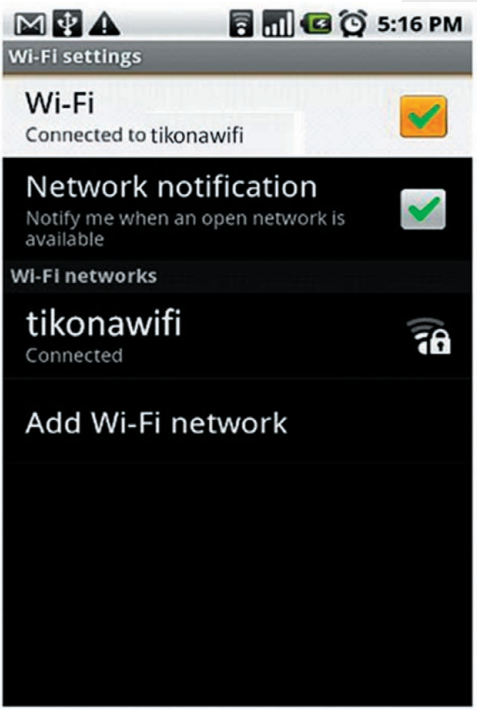
Wireless Password: Enter your Tikona Uni-Fi Password

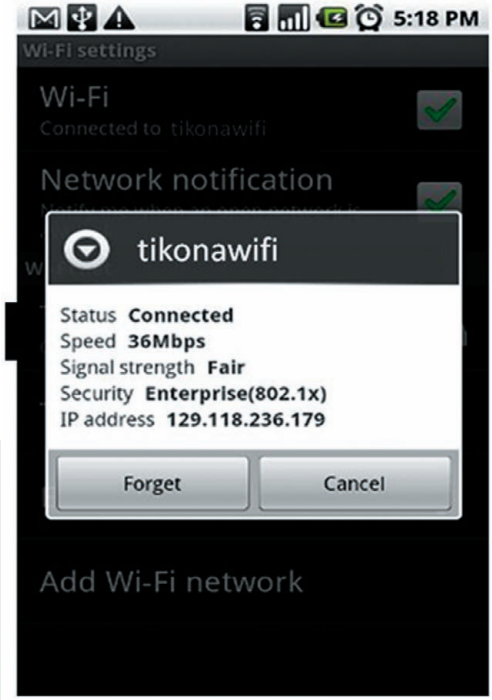




Configuration On Smart Devices

STEP 8: Verify under **"Wi-Fi networks"**, if **"tikonawifi"** is connected.

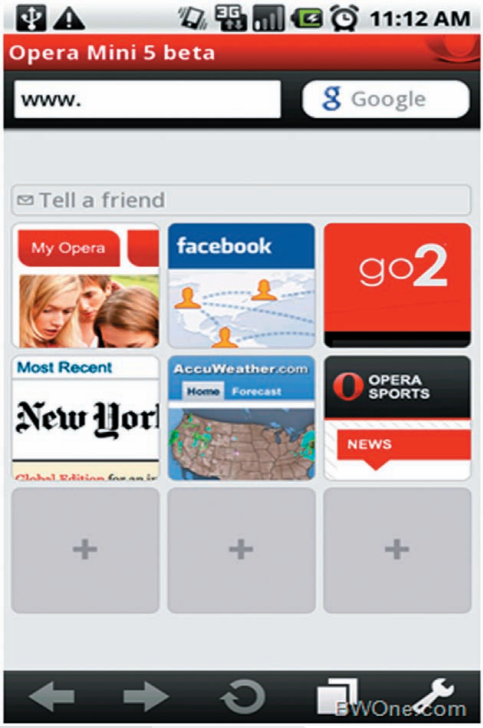




Configuration On Smart Devices

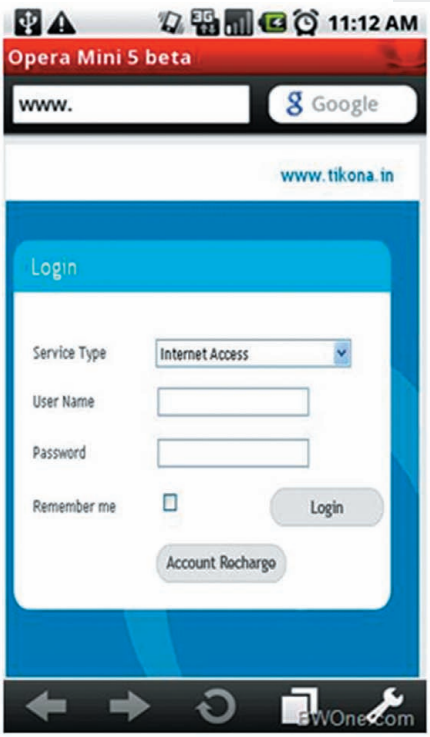
STEP 9: Go to **"Home"** screen.

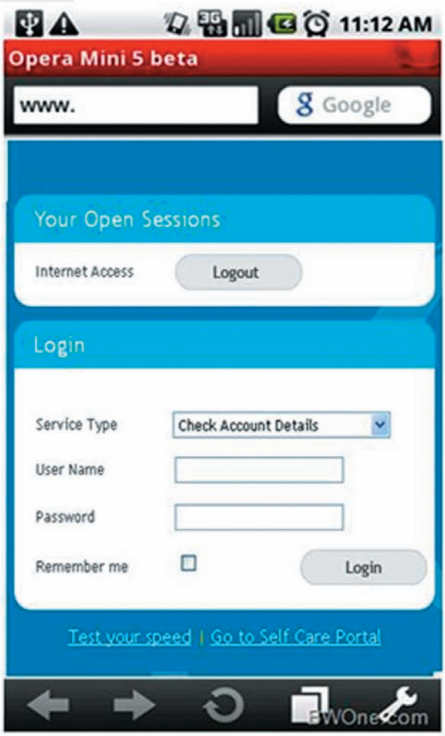
STEP 10: Open the Internet browser.



Configuration On Smart Devices

STEP 11: Enter any URL in the address bar. Tikona Login Portal Page will be displayed. Enter Username and Password to start surfing.





Configuration On Smart Devices

Apple I-OS-based Phones/Tablets

Configuration On Smart Devices

STEP 1: Press the **"Settings"** key.

STEP 2: In **"Settings"** page, click **"Wi-Fi".**

Configuration On Smart Devices

STEP 3: Slide the **"Wi-Fi"** ON/OFF button.

STEP 4: Click **"Other..."** after turning ON the Wi-Fi.

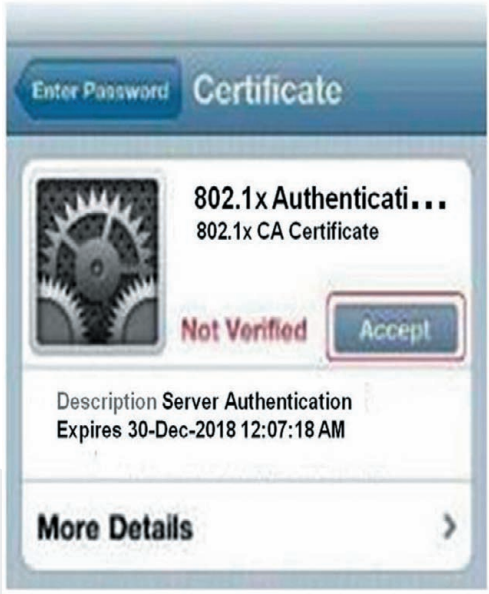
Configuration On Smart Devices

STEP 5: Configure below given steps:
In the **"Other Network"** page, enter **"tikonawifi"** in **"Name"**.
In **"Security"** column, select **"WPA2 Enterprise".**
And then enter Tikona Uni-Fi Username and Password.

Configuration On Smart Devices

STEP 6: Click **"Join"** to save settings.

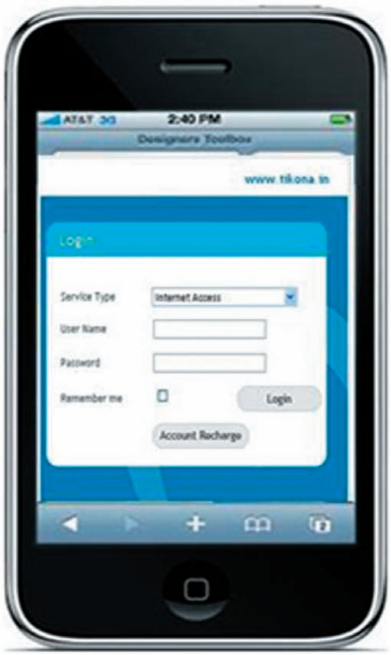
STEP 7: Click **"Accept"** if encrypted connection, and connect to Wi-Fi.



Configuration On Smart Devices

STEP 8:

- Open the Safari Browser.
- Tikona Captive Portal Login Screen would be displayed.
- Enter Tikona Uni-Fi Username and Password.



Configuration On Smart Devices

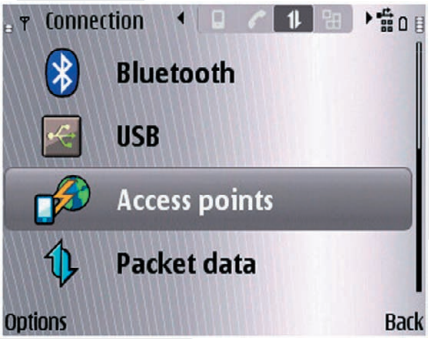
Symbian OS-based Nokia Phones

Configuration On Smart Devices

STEP 1: In the menu, select **"Tools".**

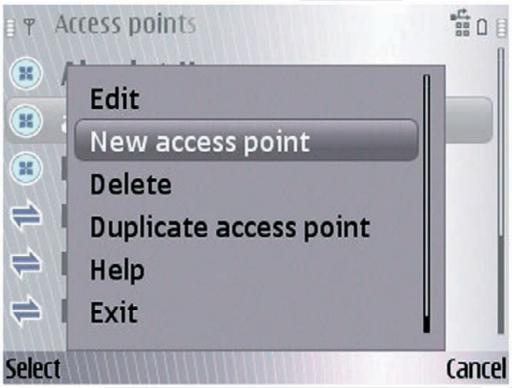
STEP 2: Select **"Settings".**

STEP 3: To start the setup, select **Connection >> Access Points.**

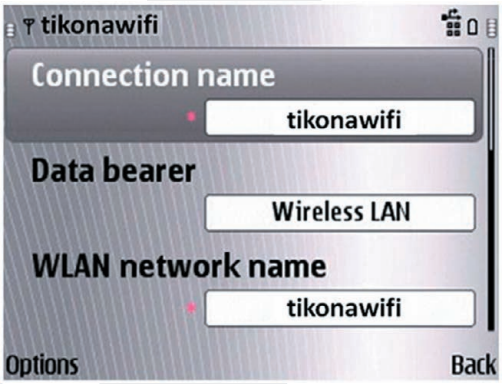


Configuration On Smart Devices

STEP 4: Click **"Options"** and select **"New Access Point"** to create a new Access Point.



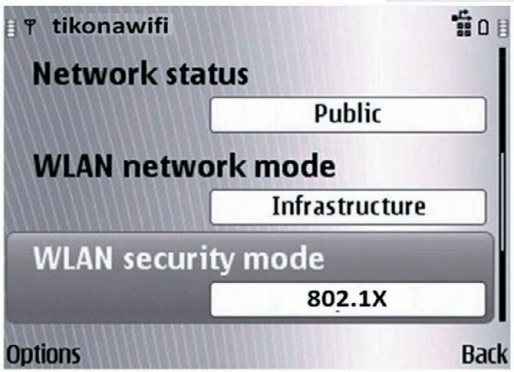
STEP 5: Enter the below given settings
Connection Name - tikonawifi
Data bearer - Wireless LAN
WLAN network name - tikonawifi

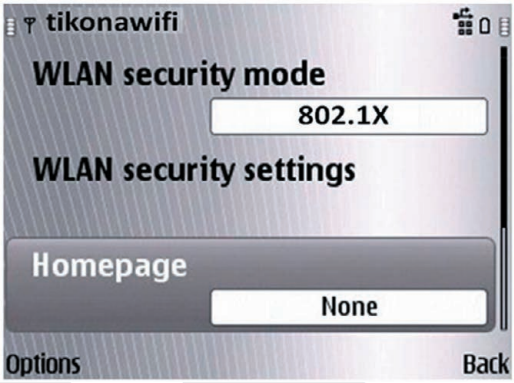


Configuration On Smart Devices

STEP 7:

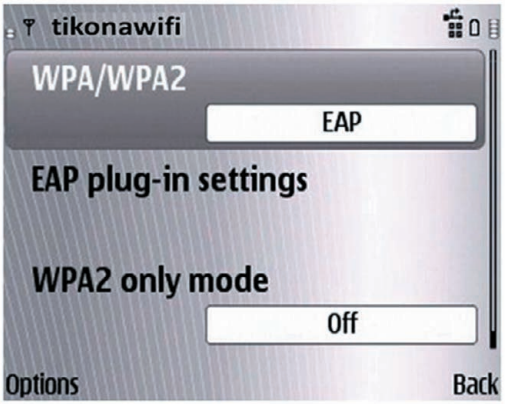
Network status - Public
WLAN network mode - Infrastructure
WLAN security mode - 802.1X
Homepage - None



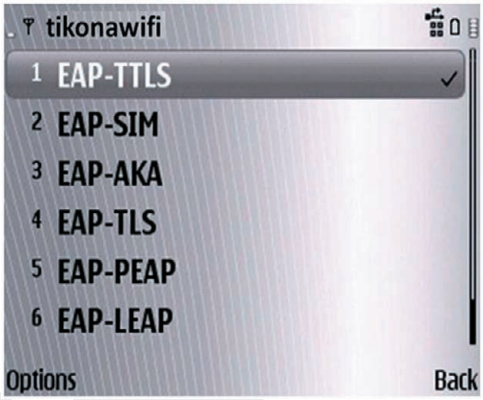


Configuration On Smart Devices

STEP 8: WPA/WPA2 - EAP
WPA2 only mode - Off

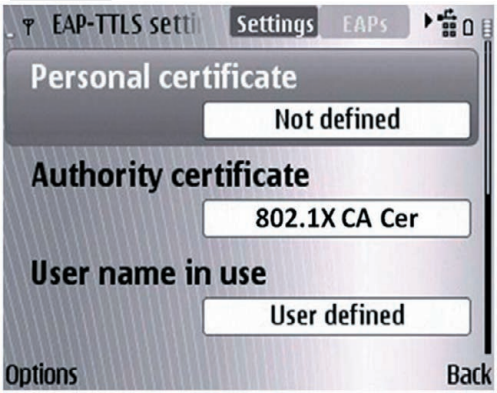


STEP 9: To set the **EAP plug-in setting** select **"Options".** In this menu, select **"EAP - TTLS".** To enable it, click **Options >> Enable and confirm it.**



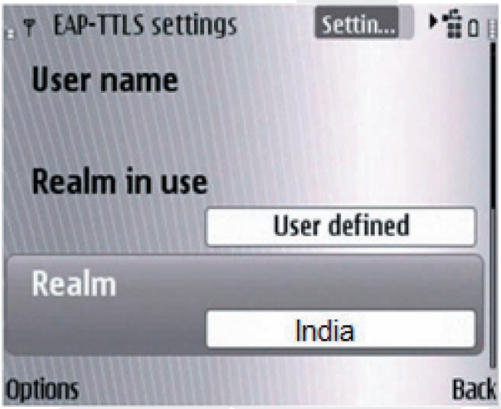
Configuration On Smart Devices

STEP 10: Download Authority Certificate from below given link:
www.tikona.in/connectunifi/downloads
Leave Personal Certificate **"Not defined".**
Under Authority Certificate, browse for your certificate
In the example shown below, it is **"802.1X CA Certificate"** (select it from the Dropdown list).
Set Username in use to **"User defined".**

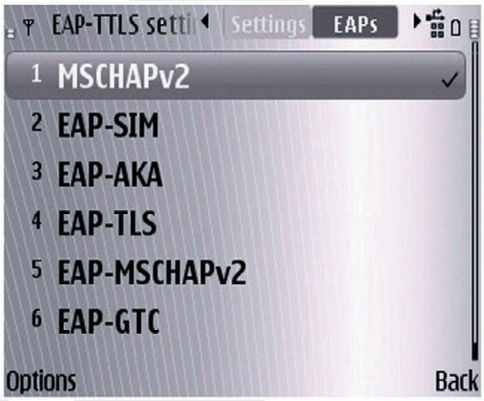


Configuration On Smart Devices

STEP 11: Username - leave blank
Realm in use - User defined

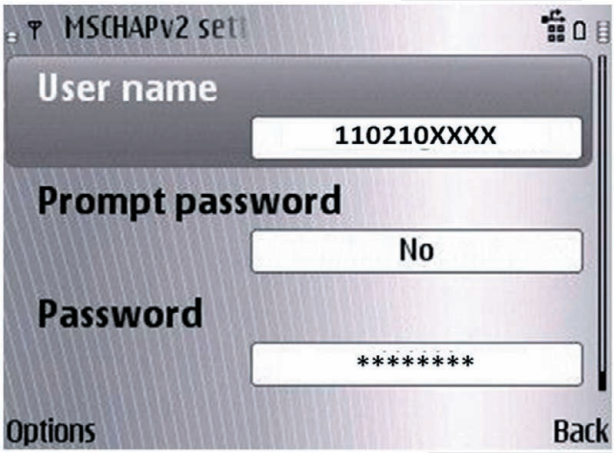


STEP 12:
Move to **EAPs >>** Settings EAPs
Select **"MSCHAPv2"** from the menu.
Click **Options >> Enable and select it.**



Configuration On Smart Devices

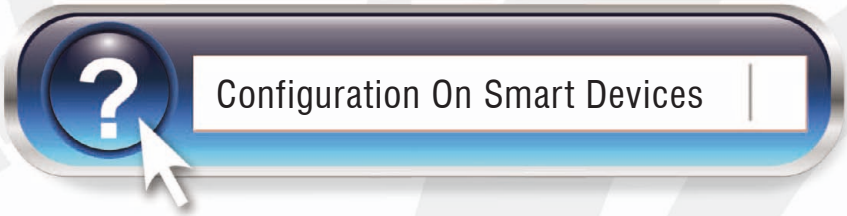
STEP 13: Enter your Tikona Uni-Fi Username and Password.



- Start your device Wi-Fi network, connect to tikonawifi network and the captive portal page will be displayed.
- Enter your Tikona Uni-Fi Username and Password and click **"Login".**
- Surf the Internet.

Configuration On Smart Devices

BlackBerry OS-based Phones/Tablets



Background

This document explains how to connect BlackBerry mobile phones to a WPA2/Enterprise Security enabled Tikona Uni-Fi Network.

Requirements

BlackBerry mobile with Wi-Fi capabilities and latest firmware (5.x or better).
BlackBerry Desktop Manager 5.0 or better.
Connectivity between Laptop/PC and mobile over USB/Bluetooth/Data Cable.

Download the Certificate

Download Authority Certificate from this link www.tikona.in/connectunifi/downloads.
To save the file, select **"save to disk"** or **"save file".** The Certificate will download to your default location (usually your desktop).

Configuration On Smart Devices

Old version of BlackBerry - Synchronize Certificates

Connect your BlackBerry device to your computer using BlackBerry Desktop Manager and make sure it is properly configured to communicate.

Select **"Synchronize Certificates".**

If prompted, create or enter your key store password. Click **"OK".**

Disconnected - BlackBerry Desktop Manager
BlackBerry
BlackBerry® Desktop Manager
Main Menu
Options
Help
• Media
Manage and transfer multimedia files to your BlackBerry device.
• Application Loader
Update, add, or remove device applications.
• Backup and Restore
Back up or restore your device data.
• Device Switch Wizard
Transfer data from a BlackBerry® device or other device to a BlackBerry device.
• Synchronize
Change options for synchronizing email messages and organizer data.
• Synchronize Certificates
Synchronize your certificates and private keys.
Device connected (PIN): None
Check for updates
BlackBerry® Desktop Manager v5.0
©2009 Research In Motion Limited

Configuration On Smart Devices

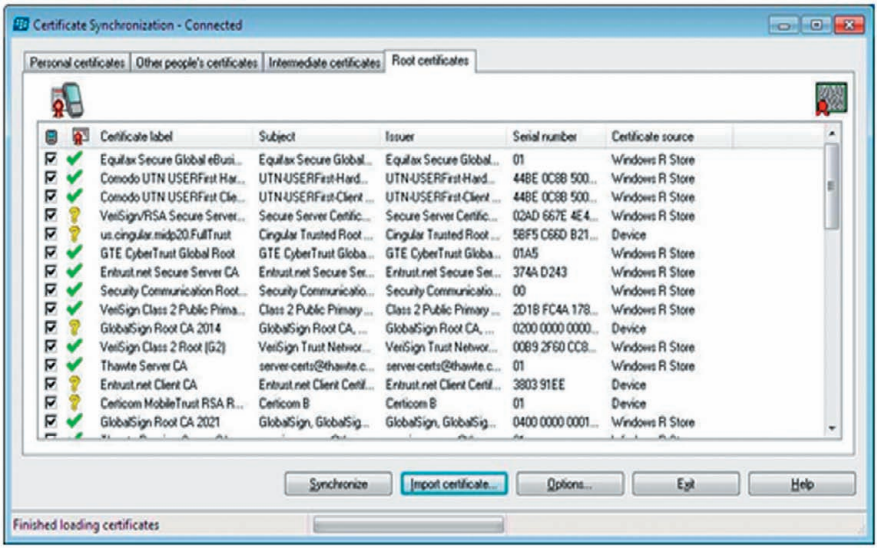
Import Certificates

Click the "**Root Certificates"** tab.

Select **"Import Certificates".**

Select the Certificate you downloaded earlier.

Click **"Open".**



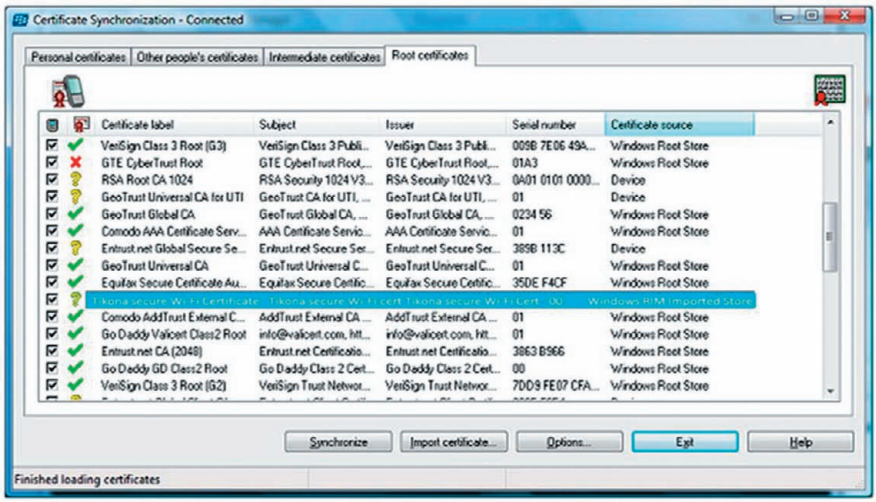
Configuration On Smart Devices

Finish Synchronization

Make sure the box next to **"tikonawifi 802.1X"** is checked.

Click **"Synchronize".**

Once synchronization is complete, you can disconnect the BlackBerry device from your computer.

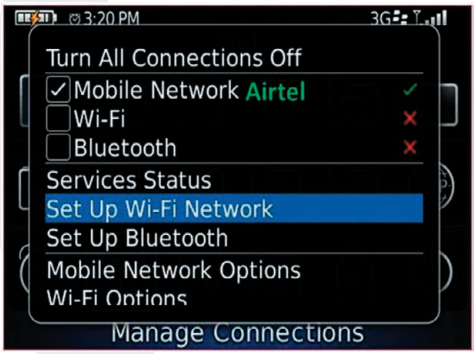


Configuration On Smart Devices

Handset Configurations:

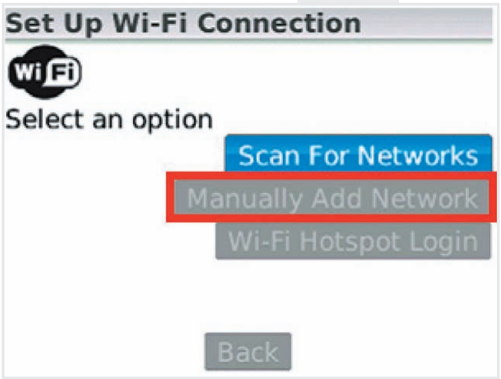
STEP 1: Adding **"tikonawifi"** networks.

STEP 2: Go to **"Manage Connections".**



Configuration On Smart Devices

STEP 3:
Select "**Set Up Wi-Fi Network".**
Select "**Manually Add Networks"**
and add **"tikonawifi".**

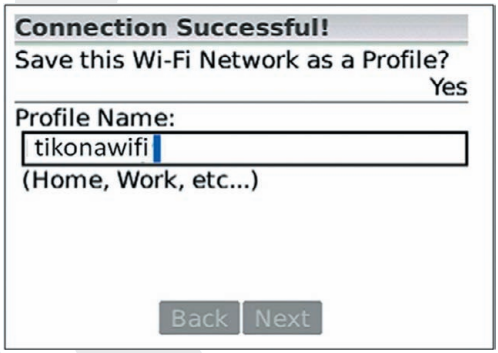


STEP 4: Configure the Wi-Fi security menu for tikonawifi.
Security Type - PEAP
Username - Enter your Tikona Uni-Fi Username.
Password - Enter your Tikona Uni-Fi Password.
Certificate - 802.1X CA Certificate
Inner Link Security - EAP-MS-CHAP v2
Token - None Selected
Server Subject - Blank
Server SAN - Blank

Configuration On Smart Devices

STEP 5: Press **"Connect".**

STEP 6: Press **"Yes"** to save the Wi-Fi Network as a profile and then click **"Next".**



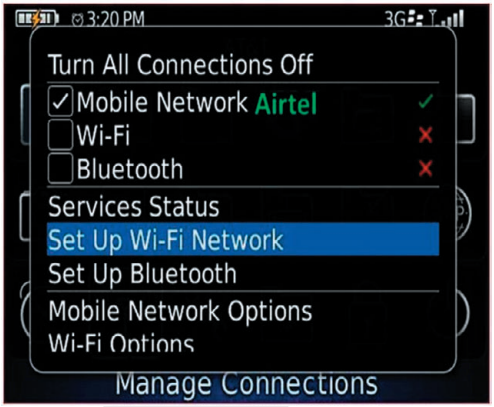
Wi-Fi can be left on. Your device will automatically connect when the network is in range.

Configuration On Smart Devices

New version of BlackBerry (Curve, Bold, Torch)

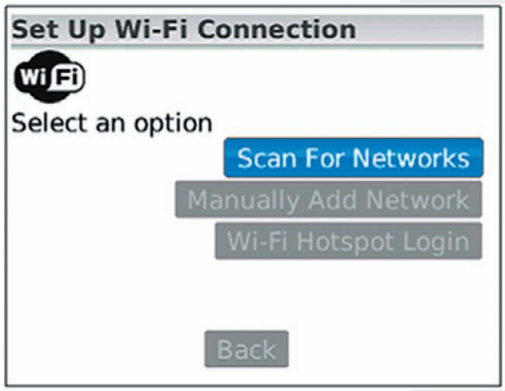
STEP 1: Go to **"Manage Connections".**

STEP 2: Select **"Set up Wi-Fi Networks".**

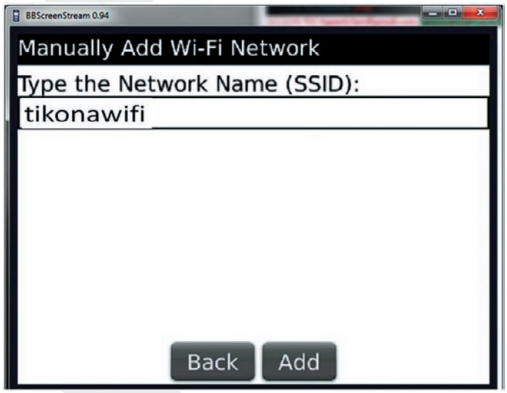


Configuration On Smart Devices

STEP 3: Select **"Manually Add Network".**

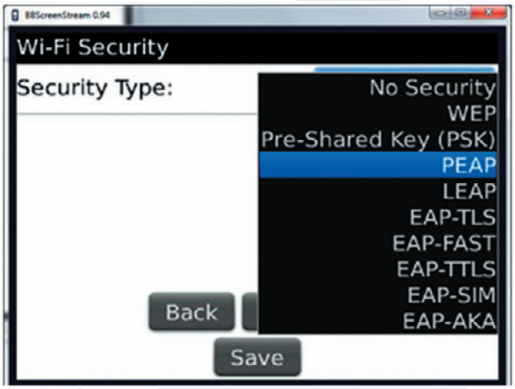


STEP 4: Type the SSID as **"tikonawifi".**



Configuration On Smart Devices

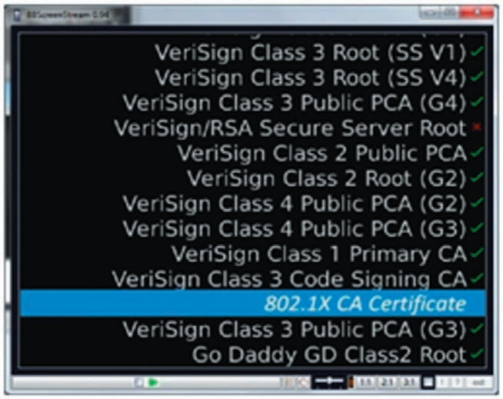
STEP 5: Select Security type as **"PEAP".**



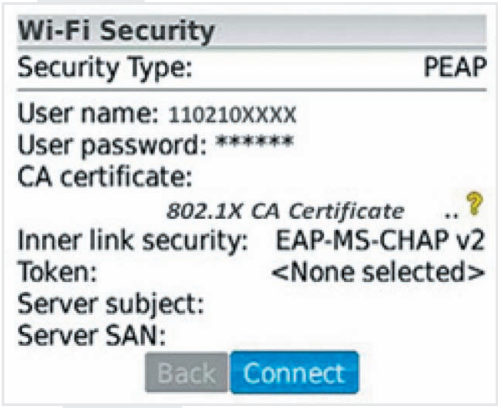
STEP 6: Enter the Tikona Uni-Fi Username and Password and click on the CA Certificate.

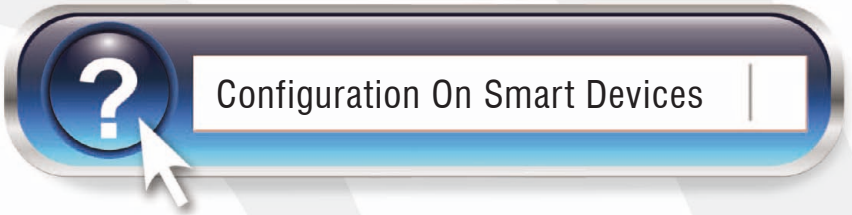
Configuration On Smart Devices

STEP 7: Select the **"802.1X CA Certificate".**

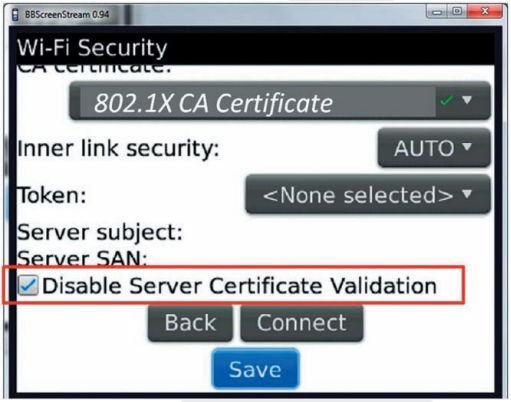

VeriSign Class 3 Root (SS V1)
VeriSign Class 3 Root (SS V4)
VeriSign Class 3 Public PCA (G4)
VeriSign/RSA Secure Server Root
VeriSign Class 2 Public PCA
VeriSign Class 2 Root (G2)
VeriSign Class 4 Public PCA (G2)
VeriSign Class 4 Public PCA (G3)
VeriSign Class 1 Primary CA
VeriSign Class 3 Code Signing CA
802.1X CA Certificate
VeriSign Class 3 Public PCA (G3)
Go Daddy GD Class2 Root

STEP 8: Enter all the details given below:





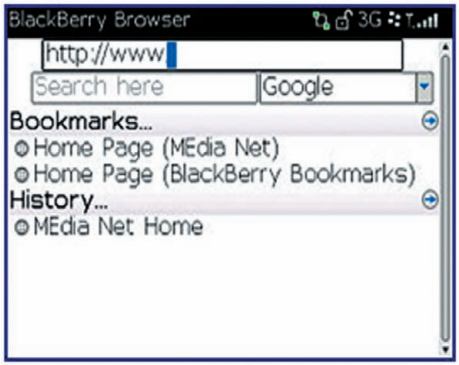
STEP 9: Go to **"Disable Server Certificate Validation"** and check the box.



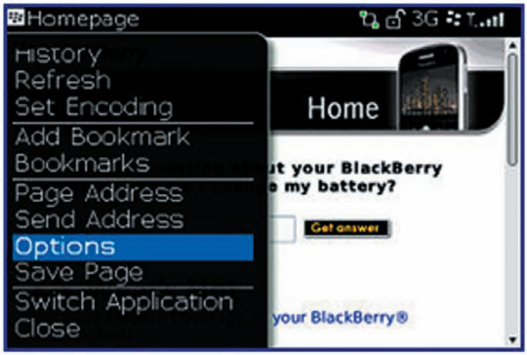
STEP 10: Save the Wi-Fi profile.

Configuration On Smart Devices

STEP 11: Go to BlackBerry Browser.

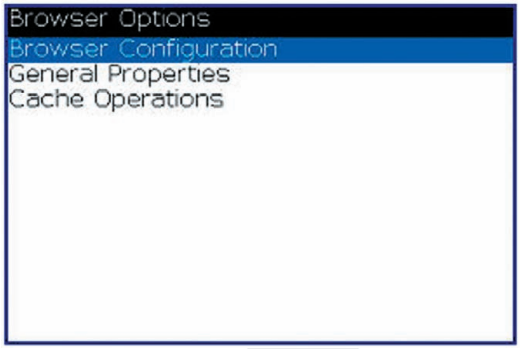


STEP 12: Click on the BlackBerry button and click **"Options".**



Configuration On Smart Devices

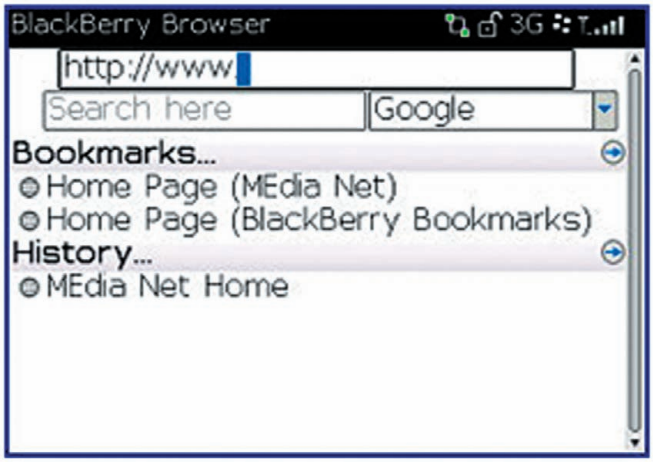
STEP 13: Click on **"Browser Configuration".**



STEP 14: Select **"Hotspot Browser".**

Configuration On Smart Devices

STEP 15: Open the browser and enter any URL. Tikona log-in page will be displayed.
Enter your Tikona Uni-Fi Username and Password and surf the Internet on your BlackBerry device.



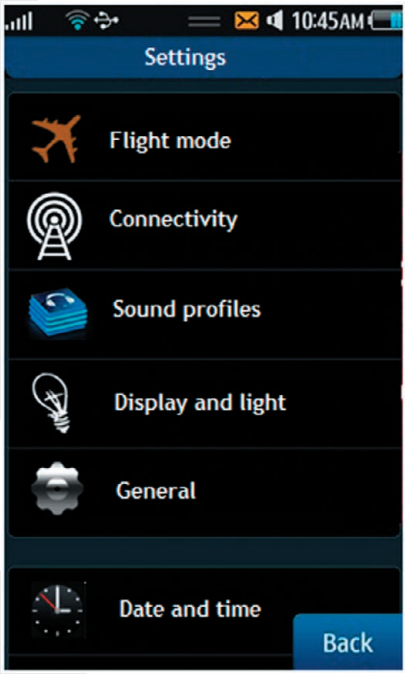
Configuration On Smart Devices

BADA OS-based Phones

Configuration On Smart Devices

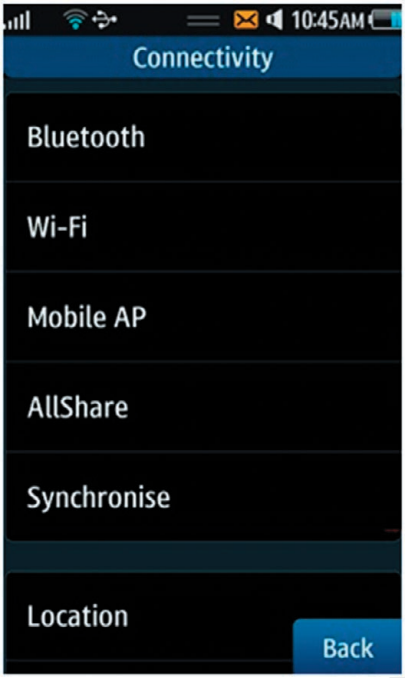
Step 1: Press **"Home"** key to view menu.
Choose **"Settings".**

Step 2: Tap on **"Connectivity".**

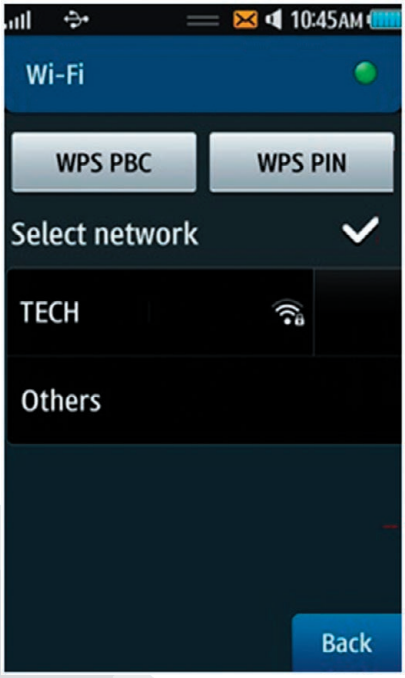


Configuration On Smart Devices

Step 3: Tap on **"Wi-Fi".**



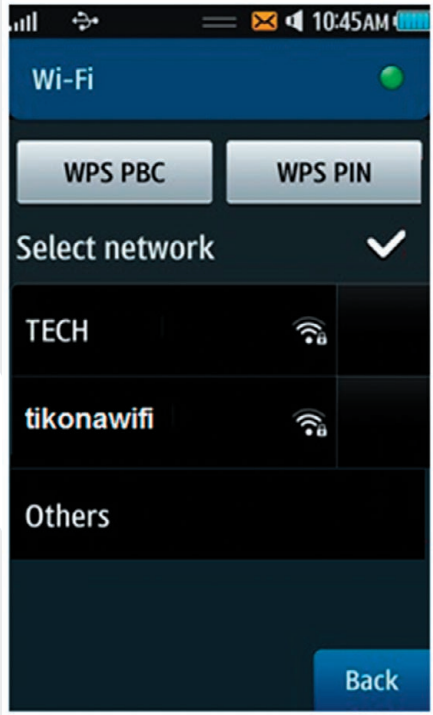
Step 4: Tap on **"Others".**



Configuration On Smart Devices

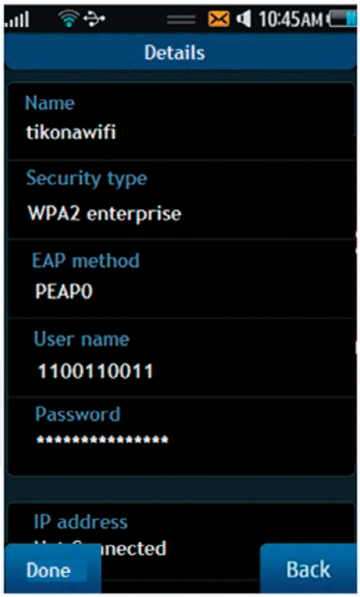
Step 5: Enter the network name as **"tikonawifi"** and tap **"Done".**

Step 6: Tap on **"tikonawifi".**

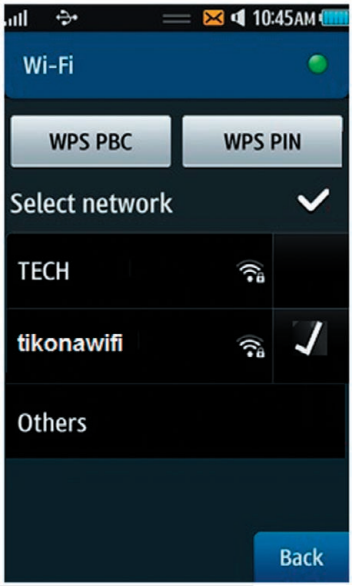


Configuration On Smart Devices

Step 7: Configure the below given steps:
Security Type - WPA2 enterprise
EAP Method - PEAP0
Username - Your Tikona Username
Password - Your Tikona Password
Press **"Done".**

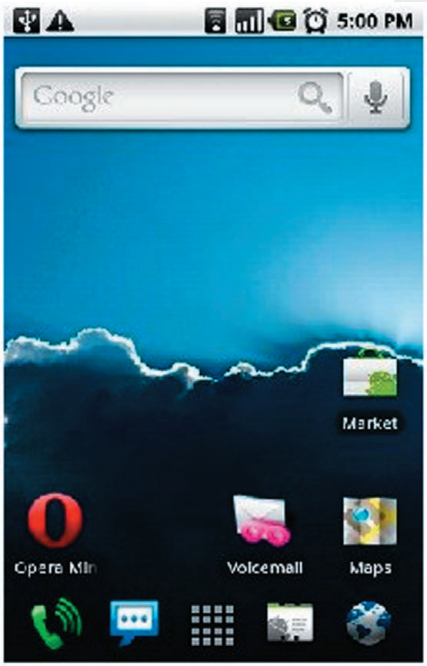


Step 8: Tap in the right side box to **"tikonawifi"** to activate it. Verify that a tick mark appears with a prompt **"tikonawifi is now connected".**



Configuration On Smart Devices

Step 9: Go to **"Home"** menu and open the Internet browser.

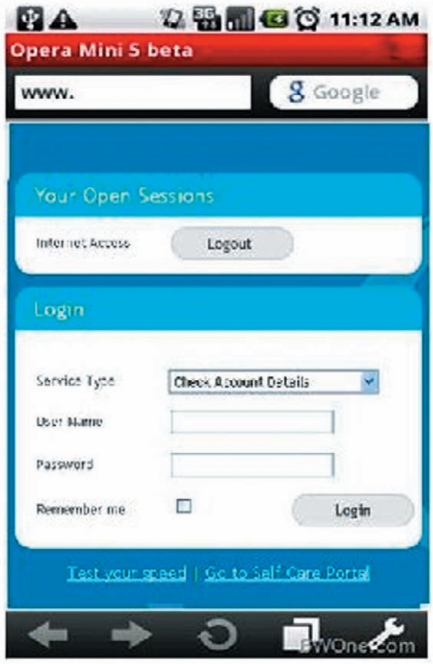


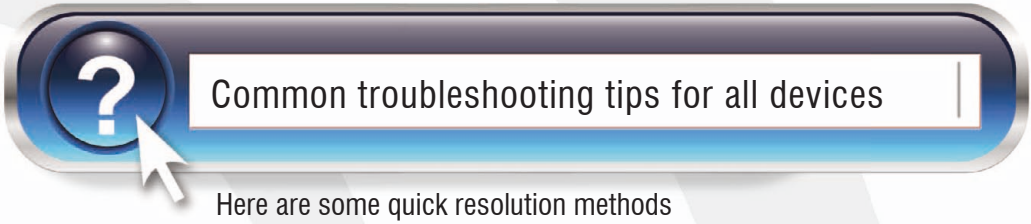
Step 10: Enter any URL in the address bar. Tikona log-in page will be displayed.

Configuration On Smart Devices

Step 11: Enter your Tikona Uni-Fi Username and Password and press **"Login".**

Step 12: Below successful log-in page will appear.





Here are some quick resolution methods for frequently-encountered problems.

Authentication Failed: Reason []

You get this message when wrong Username or Password is entered. Ensure correct Username and Password is entered.

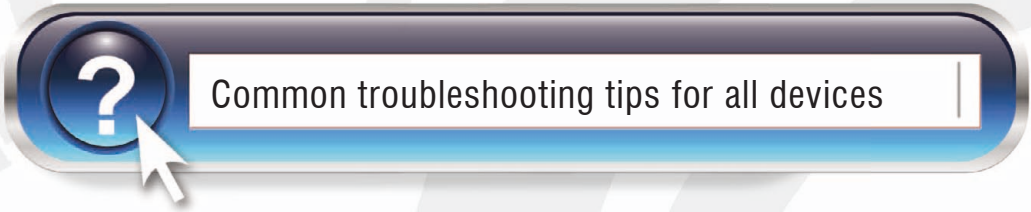
Authentication Failed: Reason [Log in failed, maximum allowed MAC addresses reached]

Each device such as your Wi-Fi mobile device, tablets, etc., has a unique MAC address. You will see the above error message when you have used more devices (i.e. MAC IDs) than what is allowed against your subscribed plan. To resolve this error, delete earlier registered MAC addresses to make way for the new device (MAC ID) you may be using.

Authentication Failed: Reason [Log in failed, maximum allowed session reached]

The plan subscribed by you entitles you to a certain number of simultaneous logins. The above error message will appear if you have already reached the maximum number of simultaneous (concurrent) log-ins permissible against your plan. The new user can log-in only when any of the earlier users disconnect.

If you desire higher number of simultaneous log-ins, then you can change to the appropriate tariff plan. The information on simultaneous log-ins available in different plans can be obtained in the product section. (Visit **Self Care portal >> Ask for Help >> Product Information >> FAQs**)

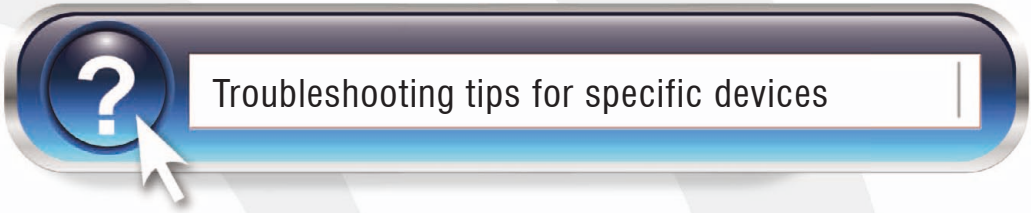


Authentication Failed: [External AAA returned a failure, but did not specify anything in Reply Message]

You see this error if you have consumed your entire usage and tried to log-in thereafter. To solve this issue, recharge your account.

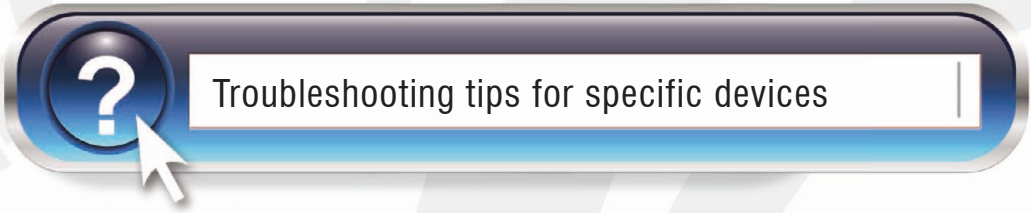
You may also encounter this error, if you have paid through cheque/DD and it has not reached the clearing stage or has got bounced. It is preferable to pay online in such cases if you need instant restoration of your service. If you are paying by cheque/DD, then please allow for at least 7 (seven) days for your cheque to be cleared. Service shall be restored immediately upon the realization of your cheque/DD.

If you have dropped the cheque without mentioning your Billing Account Number (BAN), then it is likely that your cheque has got cleared but your service has not been restored yet. Please call Tikona Care on 1800 209 4276 and provide details of the cheque payment made. If the cheque payment made by you has been realized at our end, then we will pass the corresponding credit against your billing account to restore your service. Always remember to mention BAN when paying by cheque or DD.



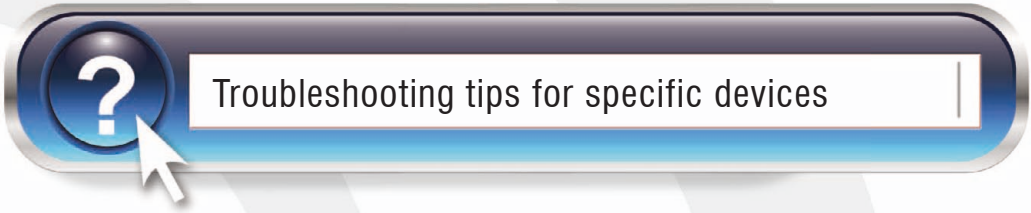
i. Troubleshooting Wi-Fi: BlackBerry

Possible cause	Possible solution
On the BlackBerry device, Wi-Fi connections are not turned on.	1. On the BlackBerry device, on the Home screen, click **"Manage Connections".** 2. Click **"Wi-Fi options".** 3. In the Wi-Fi field, verify that a checkmark appears.
A Wi-Fi profile is not configured on the BlackBerry device.	1. On the BlackBerry device, on the Home screen, click **"Manage Connections".** 2. In the **"Wi-Fi"** field, verify that the name of the Wi-Fi network appears.
The BlackBerry device is not in the wireless coverage area of a Wireless Access Point that has an SSID that is stored in one of the profiles on the BlackBerry device.	Move the BlackBerry device into a wireless coverage area.



Troubleshooting tips for specific devices

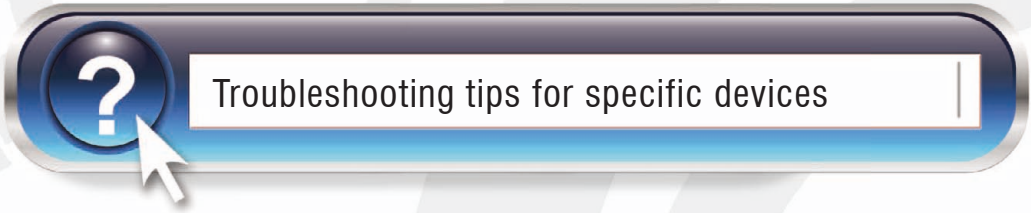
Possible cause	Possible solution
"tikonawifi" SSID of the Access Point is not configured on the BlackBerry device.	Check the SSID status indicator in the Wi-Fi status indicator group. **"tikonawifi"** SSID is case-sensitive. If the SSID status indicator is not correct, run the set up Wi-Fi wizard on the BlackBerry device again.
The BlackBerry Enterprise Server cannot connect to the BlackBerry device.	Perform the following actions: Ping the BlackBerry device from the BlackBerry Enterprise Server. Resolve any connection issues in your organization's network and with the BlackBerry Router.
The settings in the IT policy or Wi-Fi profile were not sent to the BlackBerry device.	Resend the IT policy to the BlackBerry device.
The authentication method is not configured correctly.	In the BlackBerry Administration Service, verify the configuration information for the authentication method. For PEAP authentication, verify that the user's authentication credentials are correct. Verify that the correct authentication method is configured on the Access Point and BlackBerry device.



Troubleshooting tips for specific devices

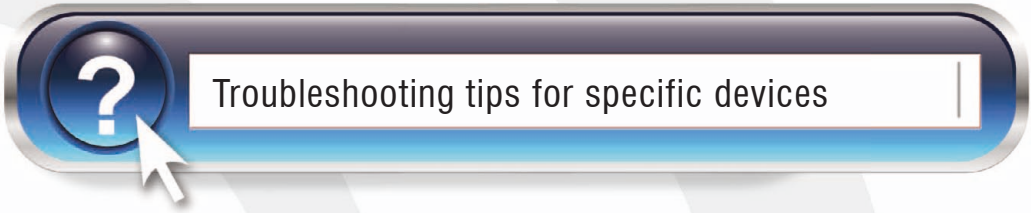
Low signal strength is causing intermittent drops in data connectivity.	Move the BlackBerry device into a wireless coverage area.
Wi-Fi diagnostics	1. On the BlackBerry device, in the device options, click **"Wi-Fi Connections".** 2. Press the **"Menu"** key. 3. Click **Wi-Fi Tools >> Wi-Fi Diagnostics.** 4. Verify the information in the status fields for the following connection groups: • **Wi-Fi** 5. To view more diagnostic information, press the **"Menu"** key and click **"Options".** In the **"Display Mode"** dropdown list, click **"Advanced".**

Please note that the Tikona Uni-Fi Certificate which you installed at the time of first-time configuration is removed as part of any firmware upgrade. If you upgrade the firmware on your device, you will need to reinstall it in order to use the Tikona Uni-Fi wireless network.



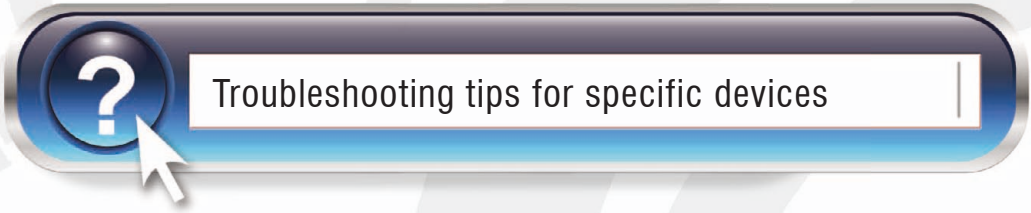
ii. Troubleshooting Wi-Fi: Android

Possible cause	Possible solution
On the Android device, Wi-Fi connections are not turned on.	1. On the Android device, on the Home screen, click **"Settings".** 2. Click **"Wireless Networks".** 3. Click **"Wi-Fi Settings".** 4. In the **"Wi-Fi"** field, verify that a checkmark appears.
Tikona Uni-Fi Wi-Fi profile is not configured on the Android device.	1. On the Android device, on the **"Home"** screen, click **"Manage Connections".** 2. In the Wi-Fi field, verify that **"tikonawifi"** network appears.
The Android device is not in the wireless coverage area of a **"tikonawifi"** wireless Access Point.	Move the Android device into the **"tikonawifi"** wireless coverage area. Check whether the Tikona Uni-Fi CPE is switched ON and 4th LED is solid green.



Troubleshooting tips for specific devices

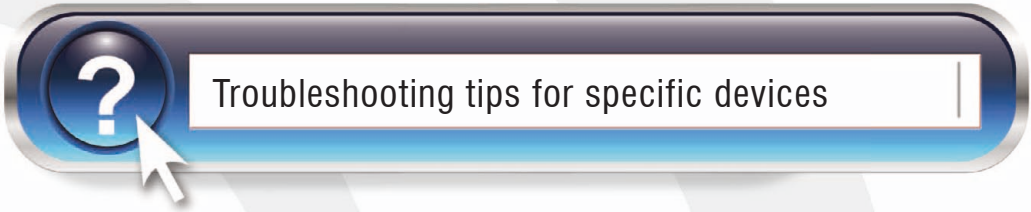
Possible cause	Possible solution
"tikonawifi" SSID of the Access Point is not configured on the Android device.	Check the SSID status indicator in the Wi-Fi status indicator group. **"tikonawifi"** SSID is case-sensitive. If the SSID status indicator is not correct, create the **"tikonawifi"** profile once again on your Android device.
The authentication method is not configured correctly.	In the Android Administration Service, verify the configuration information for the authentication method. For PEAP authentication, verify that the user's authentication credentials are correct.
Low signal strength is causing intermittent drops in data connectivity.	Move the Android device into a wireless coverage area.



iii. Troubleshooting Wi-Fi: Symbian (Nokia Devices)

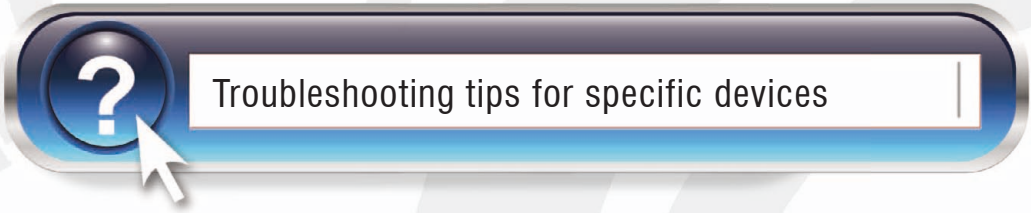
Possible cause	Possible solution
On the Nokia device, Wi-Fi connections are not turned ON.	1. On the Symbian device, on the **"Home"** screen, click **"Tools".** 2. Click **"Settings".** 3. Click **"Connection".** 4. In the **"Wi-Fi"** field, verify that **"tikonawifi"** is connected.
Tikona Uni-Fi Wi-Fi profile is not configured on the Nokia device.	1. On the Nokia device, on the **"Home"** screen, click **Tools >> Settings >> Connections.** 2. In the **"Wi-Fi"** field, verify that **"tikonawifi"** network appears. If not, configure **"tikonawifi"** networks as per the User Manual for Nokia devices.
Low signal strength is causing intermittent drops in data connectivity.	Move the Nokia device into a wireless coverage area.

Please note that the Tikona Uni-Fi Certificate which you installed at the time of first-time configuration is removed as part of any firmware upgrade. If you upgrade the firmware on your device, you will need to reinstall it in order to use the Tikona Uni-Fi wireless network.



iv. Troubleshooting Wi-Fi: Apple I-OS

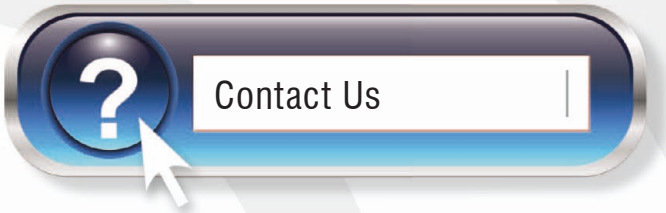
Possible cause	Possible solution
On the Apple device, Wi-Fi connections are not turned on.	1. On the Apple device, on the **"Home"** screen, click **"Settings".** 2. Click "**Wi-Fi".** 3. Slide **Wi-Fi** to ON.
Tikona Uni-Fi Wi-Fi profile is not configured on the Apple device.	1. On the Apple device, on the **"Home"** screen, click **"Settings".** 2. Click **"Wi-Fi".** 3. Slide **Wi-Fi** to ON.
The Apple device is not in the wireless coverage area of a **"tikonawifi"** wireless Access Point.	Move the Apple device into the **"tikonawifi"** wireless coverage area. Check whether the Tikona Uni-Fi CPE is switched ON and 4th LED is solid green.
"tikonawifi" SSID of the Access Point is not configured on the Apple device.	Check the SSID status indicator in the Wi-Fi status indicator group. **"tikonawifi"** SSID is case-sensitive. If the SSID status indicator is not correct, create the **"tikonawifi"** profile once again on Apple device.



The authentication method is not configured correctly.	In the Apple Administration Service, verify the configuration information for the authentication method. For PEAP authentication, verify that the user's authentication credentials are correct.
Low signal strength is causing intermittent drops in data connectivity.	Move the Apple device into a wireless coverage area.

v. Troubleshooting Wi-Fi: BADA OS

Error prompt	**Possible solution**
No response	1. Go to **Settings>>Connectivity>>Wi-Fi>>Select your network** (click the first column which is (the networks name or SSID) **>>Forget** After this try reconnecting to the network. 2. Try doing the above step and restart the phone after clicking **"Forget"** and reconnect to the network. 3. In the browser there is a button ". . ." , tap it and then tap on **"Go to home page"**. Here the page will reload and the Tikona log-in page will open.



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